

Los Angeles County Community Information Exchange (LACCIE)

CHIEF EXECUTIVE OFFICE



Moving Towards 21st Century

Challenge and Directive



Call Center Services

- Current 211LA contract expires
 December 2021
- 2-1-1 Assessment
- 2-1-1 Services Workshops Department Convenings, January 2020

TAY Hub

- Board directive to create a TAY Hub
- The Hub would allow TAY support networks to more effectively engage and connect TAY to available County resources, including County line operations staff, caregivers, key external stakeholders, and TAY themselves.
- The HUB would allow resources to be allocated based on TAY placement data trends and to identify resource gaps.

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21st Century Solution

New 2-1-1 I&R Services plus LACCIE

 County Client & Provider Registry, a comprehensive repository of community providers and services

• Different methods to access information: telephonic, text, IMs, and self-service portals, with TAY Hub as the pilot

Common platform for tracking and connecting constituents,
 CBOs and service providers, resulting in improved real-time referrals, service-connections, and outcomes



Social services
Health services
Housing services
Mental health services

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- Network Partners
- Resource Database
- Bidirectional referrals
- Enabling technology platform

Referral Senders

Social workers
Case workers
Caregivers
Outreach teams
Probation officers
Law enforcement officers

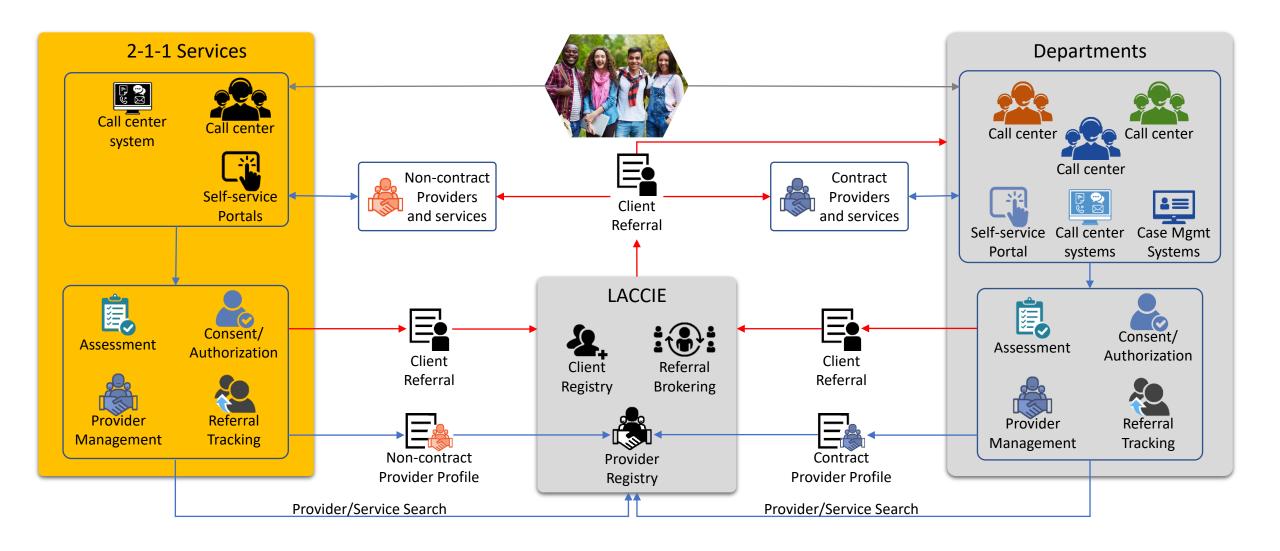
Care Information Gap

DPSS, DHS, DMH, DPH DCFS, WDACS, LAHSA Community-Based Organizations

Referral Receivers

Public assistance
Healthcare
Housing assistance
Job Training
Mental health counseling
Substance use counseling

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2-1-1 RFP Workstreams

Project Administration

Workstream 1 – Call Center Services

Vendor

- Call center services
- Provider Management
- Service and eligibility inquires
- Call center referrals & care coordination

County

- Establish Provider Registry
- Load contract providers from departments
- Establish API Management Platform

Workstream 2 – Portal Services

Vendor

- TAY Hub
- Self-service 2-1-1 Portal
- Replacement of LA County Helps
- Non-contract Provider Portal

County

- Continue to load contract providers from departments
- Design and develop Provider Search and online Referral API

Workstream 3 – Online Services and Special Projects

Vendor

- Online Provider Registry
- Online referrals
- Deploy online referral service to self-service portal
- 2-1-1 call center special projects
- Additional population specific portals

County

- Connect Provider Search and online Referral to department call centers
- Establish service evaluation metrics for CIE
- Design and develop enhancements to support online services



Thank you!

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